



## Customer Service Supervisor

**Department:** Countywide

**Class Code:** 1155

**EEO Code:** 26

**FLSA:** N

**Effective:** 01/01/1995

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### **GENERAL STATEMENT OF DUTIES:**

Under direction; performs work of moderate difficulty in assigning and supervising the activities of a large customer service section; and performs other work as required.

### **SPECIFIC STATEMENT OF DUTIES:**

Plans, assigns and monitors the activities of a customer service operation; devises and implements new procedures and modifies existing procedures to improve operations based on daily supervision of work performance and/or employee and customer input; investigates and resolves complex, unique customer complaints; prepares and reviews statistical reports; works with management and auditors on reconciliation of prepared reports; monitors operating budget; coordinates activities of section with other County departments; conducts staff meetings; assists data processing professionals in revisions to customer billing and other automated systems; arranges more complex credit arrangements for payment of current or delinquent accounts; interprets tax laws related to collection activities; and performs other duties as required.

### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

Good knowledge of the principles and practices of public and business administration; of laws, rules and regulations applicable to local taxes, accounts and collections; of principles and practices of effective supervision; of computerized billing systems. Considerable skill in planning, organizing, assigning and supervising the work of employees; in verbal and written communication; in establishing and maintaining effective working relationships with customers, taxpayers, and co-workers; in implementing new computerized applications; in effectively resolving customer complaints.

### **MINIMUM EDUCATION AND EXPERIENCE:**

High school diploma and some college coursework in business administration or related field and four years of customer service experience including one year of supervisory experience; or an equivalent combination of training and experience.

### **ADDITIONAL REQUIREMENTS:**

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
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